

## ENGINEERING DEPARTMENT



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HABITAT PROGRAM

February 6, 2004

Mr. Rich Costello,  
Regional Habitat Program Manager  
Washington State Department of Fish and Wildlife  
Habitat Program  
600 Capital Way N  
Olympia, WA 98501-9805

**Re: Customer Service Survey – Hydraulic Project Approval (HPA) Program**

Dear Mr. Costello:

I received your purple Customer Service Survey Card in conjunction with Hydraulic Project Approval, Log Number: ST-F9791-01, requesting evaluation of your Hydraulic Project Approval (HPA) Program. As such, I felt compelled to draft this correspondence to convey my sincere appreciation for the excellent customer service provided by your Area Habitat Biologist, Bob Pfeifer.

Bob has been extremely helpful in assisting the City of Marysville's Surface Water Management program by providing timely and informational advice regarding the HPA process and program. With this in mind, I would like to re-iterate the chain of events leading up to the issuance of Hydraulic Project Approval, Log Number: ST-F9791-01.

I contacted Bob late in the afternoon on Thursday, January 29, 2004 to consult with him regarding the ability to remove recently constructed beaver dams and associated debris from a reach of Smokey Point Channel East under the authority of an existing Programmatic HPA previously issued to the City.

Bob was not only courteous and knowledgeable in response to this request, but agreed to meet on-site at 9:00AM the very next day to evaluate the impact of eminent road flooding from this beaver dam activity.

Bob agreed to this on-site meeting even though he had a busy day of previously scheduled activities to attend.

Bob took a few hours to walk the stream reach with me and determine if the requested beaver dam removal could be achieved under the auspices of the previously issued programmatic HPA.

Following our evaluation of the beaver dams within this stream reach, Bob determined that this particular work would not be permissible under the City's existing programmatic HPA, but could be permitted under a specific project specific HPA.

With this in mind, Bob indicated that he would be able to issue this project specific HPA with an accelerated turn-around time frame. With this objective in mind, he suggested that I complete the required JARPA application and get it submitted to him in the early afternoon of Friday, January 30, 2004 to facilitate his part of this accelerated turnaround.

I followed his advice and completed the necessary JARPA application and forwarded to Bob's office at approximately 2:45PM, Friday, January 30, 2004.

In the true spirit of customer service, Bob completed his portion of the issuance process for HPA, Log Number: ST-F9791-01, by the end of the working day, Friday, January 30, 2004 and had faxed me a copy of the HPA with a hard copy to follow via ground mail. Bob also provided me with a courtesy e-mail letting me know that these activities had indeed been completed.

As stated previously and confirmed in the brief synopsis above, Bob Pfeifer is an excellent asset to the State's Department of Fish and Wildlife and truly exemplifies the customer service ethic.

Thanks for the opportunity to comment on the Hydraulic Project Approval process and kudos to you and the rest of Fish and Wildlife for striving to achieve a higher standard of customer service.

Sincerely,

A handwritten signature in black ink, appearing to read 'Randall K. Brower', with a long horizontal flourish extending to the right.

Randall K. Brower  
Program Engineer – Surface Water

Cc: Kevin Nielsen, PE – City Engineer